

How to: manage your building's private waste contract

Know what to look for to establish an effective, sustainable and economical system that meets your building's needs - and residents' goals, too!

Follow these steps to find the service that's right for you.

Why is this important?

Your building might be surprised how much choice you have when it comes to private waste services.

Asking the right questions when establishing a waste contract will help you to make informed decisions and find the solution that is best for your building.



Every building is different.

Before you dive into a conversation with a waste contractor, get as much data as you can on your building's current waste needs and make sure you are clear on the priorities of owners and residents.

Consider these points:

- **Your buildings' needs:** what types of reusable/recyclable material is your building generating lots of?
- **Customer service:** do residents have a lot of questions, or need support with issues?
- **Sustainability:** how is your waste processed after it is collected and where does it end up?
- **Ethical practices:** how trustworthy is your waste contractor?
- **Reporting and transparency:** would data and insights into your building's waste help you to meet your goals?
- **Price:** different contracts can be structured differently, with different fees
- Is your building up to date with **State and National standards**? Are there additional recycling bin options that you would like to have access to?

Questions to ask a private waste contractor

Service details: How are they able to meet your needs?

- Which waste and recycling bin types do they collect?
- What bin sizes are available for each waste and recycling bin type?
- Do the lid colours of each recycling bin and signage meet the Victorian standard?
- Are there any limitations on what waste spaces they can collect from?

Collection frequency

- Do collections occur on designated days and times?
- Are different kinds of recycling collected on the same day, or different days?
- What arrangements are in place for holidays or unexpected disruptions?
- Are there limitations on size or space?

Contamination

- When something ends up in the wrong bin, how is this identified and measured?
- How much contamination is acceptable, and what happens if there is too much?
- If contamination occurs, how is it communicated to residents?

Contract terms and cost

- What are the contract terms and renewal options?
- How is pricing structured?
- Are there any additional fees, such as bin hire, cleaning or a fuel levy?
- Are recycling services discounted?
- Can they provide a detailed cost breakdown for transparency?
- Is there flexibility to adjust services if the needs of the building change?

Operations and reporting

- Where does each kind of recycling go after it is collected?
- How are the recyclables processed?
- Is certification available for these outcomes?
- Do they provide regular reports on waste and recycling metrics?
- What support and educational material can they provide?